

**REMOTE SERVICES SYSTEM MESSAGE SYSTEM TO SUPPORT  
REDUNDANCY OF DATA FLOW**

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Abstract

10       The invention relates to delivering a message from a customer to a remote  
services system which includes: a unique identifier. The remote services system  
assigns a message a unique identifier. The message and the unique identifier is  
transmitted from the customer to the remote services system. The message is saved  
with the customer until an acknowledgement of the receipt of the message is received  
by the customer. Using the unique identifier, the receipt of the message from the  
15       remote services system to the customer is acknowledged when the message is  
received. A copy of the message is discarded when receipt of the message is  
acknowledged. The message is retransmitted when the receipt of the message is not  
acknowledged. Additionally, invention relates to delivering a message from a  
customer to a remote services system which includes a unique identifier. The remote  
20       services system assigns a message a unique identifier. The message and the unique  
identifier is transmitted from the customer to the remote services system. A copy of  
the message is saved with the customer until acknowledgement of receipt of the  
message is received by the customer Using the unique identifier, the receipt of the  
message from the remote services system to the customer is acknowledged when the  
25       message is received. A copy of the message is discarded when receipt of the message  
is acknowledged. The message is retransmitted when the receipt of the message is not  
acknowledged.